

Where Does It All Go?

Have you ever wondered where our rain goes? Most of Seattle's rain runs into a storm drain, through a pipe, and flows directly into Puget Sound. The type of surface that rain falls on is a big factor in the impact a storm has on our neighborhoods.



Pavement, rooftops or other impervious surfaces cause stormwater to rapidly collect and run through Seattle's streets and storm drains, sometimes triggering floods or landslides. In addition, rain that enters the city's stormwater system

often carries chemicals and debris from our streets, cars and homes and can have a drastic impact on the health of our community and environment. Seattle Public Utilities (SPU) maintains more than 460 miles of storm drain pipes, 80,000 storm drains and 40,000 catch basins to capture and process the city's 54 billion gallons of annual rainfall.

Seattle property owners provide more than \$50 million in annual drainage fees to control mudslides, flooding and protect the water quality and health of the city's creeks, rivers, lakes and Puget Sound. In 2008, these fees will help fund flood prevention projects in Madison Valley and South Park, neighborhood creek stewardship programs, and natural drainage projects that utilize plants, trees, and soils to clean runoff and manage stormwater flows before they drain into Puget Sound.

To help prevent flooding or protect water quality in your neighborhood, or to learn more about SPU's drainage services, please visit www.seattle.gov/util.

Holiday Collection Reminders



Seattle garbage, yard waste and recycling collections will be on normal schedule for the Martin Luther King Jr. Day Holiday, Monday, January 21, and President's Day, Monday, February 18, 2008. SPU customers should place their containers out by 7 a.m. to ensure collection.

Seattle Climate Action



www.SeattleCAN.org

How Are We Doing?

To meet the service expectations of our customers, SPU sets and tracks service level targets. For more information on service level targets, please go to www.seattle.gov/util and search for "Service Levels."

Solid Waste Problem Response & Service Reliability

SERVICE LEVEL TARGET	TARGET MET IN 2006?	TARGET MET IN 2007?
Collect at least 95% of missed pickups within one business day following notification by customer	✓	✓
Reduce collection misses to less than 1 per 1000 stops	✓	✓
Reduce repeat misses to less than 1 per 10,000 stops	*	*

*We did not meet our repeat miss target in 2006 or 2007. In 2006, we had 1.24 repeat misses per 10,000 stops; in 2007, we had 1.23 repeat misses per 10,000 stops.



Your Guide to 2008 Rate Changes

The Seattle City Council has approved new water, drainage, wastewater and garbage rates effective January 1, 2008 that will finance critical capital projects and encourage stewardship of the city's environment. Projects include remodeling the city's aging recycling and disposal stations, water quality improvements, a flood prevention project in Madison Valley, and expanded recycling programs.

	2007 Typical Residential Bill per month	2008 Typical Residential Bill per month
Water ¹	\$22.97	\$24.62
Sewer ¹	\$38.74	\$40.30
Drainage ²	\$11.83	\$13.74
Solid Waste ³	\$21.55	\$23.00

¹ Typical residential bills assume monthly water usage of 5.5 ccf (hundred cubic feet) for water service and 5.2 ccf for sewer service.

² Drainage fees are billed for SPU as a separate line item on King County's annual property tax statements. In 2007 all residential customers pay the same fee. The typical bill for 2008 is an average bill.

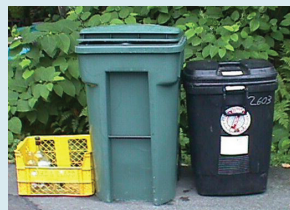
³ Typical residential garbage service is a 32 gallon garbage container and yardwaste service.

The new drainage rates include a major update and re-design of the drainage rate structure, aimed at improving rate equity among customers. The new rates will more accurately reflect customers' impacts on the drainage system. For more information on drainage services and rates, please visit our website at www.seattle.gov/util and click on "Drainage & Sewer."

Win a Free Toilet!

Take part in our brief survey for a chance to win a WaterSense-labeled American Standard FloWise high-efficiency toilet valued at \$230! Visit www.tinyurl.com/ynvsag, complete the survey and you'll be entered to win. A random drawing of the winner will occur on or around March 3, 2008.

Winter Collections



Garbage and recycling pickups can be delayed during snowy and icy weather. If your garbage is not picked up during a storm, leave it out to

be collected the following day. If weather still prevents collection, put all of your items out the next week on your regular collection day.

You can request a replacement container or report a missed garbage, recycling or yard waste collection after 6 p.m. on the day it was missed or within two working days by calling (206) 684-3000 or visiting www.seattle.gov/util/Services/Garbage.

Sign up for CurbWaste E-News to receive e-mail alerts on weather impacts to your garbage, recycling and drainage services. Sign up at www.seattle.gov/lists.

Payment Assistance

Seniors, persons with disabilities and low-income households may be eligible for assistance in paying their SPU utility bills.

Seniors and Disabled Persons: Customers can save up to 50 percent of their SPU water, sewer, garbage and drainage bill if they are one of the following:

- A senior citizen over age 65
- A disabled person who receives certain disability payments
- Blind
- On life support

To be eligible, a customer's household income must also be at or below 70 percent of the state median income.

Low-Income Assistance: A customer can save up to 50 percent of their SPU water, sewer, garbage and drainage bill regardless of age or disability if their:

- Household income is at or below 200 percent of federal poverty level.

To learn if you qualify, please call (206) 684-0268.

Residents of federal subsidized public housing are not eligible.

@ Your Service is published bimonthly by the Seattle Public Utilities Customer Service Branch, 700 5th Ave., Suite 2777; PO Box 34027; Seattle, WA 98124-4027. @ Your Service is also available at: www.seattle.gov/util
@ Su Servicio se encuentra ahora disponible en español en www.seattle.gov/util/About_SPU/News/.
phục vụ tiếng Việt sẵn sàng giúp đỡ tại www.seattle.gov/util/About_SPU/News/.

